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ABSTRACT

Public schools in the United States face enormous challenges as they try to provide cost-effective, good quality education. Schools can continually change to provide this service. The principles and processes of Total Quality Management can lead to Continuous Quality Improvement (CQI). Change can be initiated at any level and can be customized to meet the needs of different educational systems. There are key measurement methods, such as identifying resources, gauging success, and measuring customer satisfaction, that can be used. The book emphasizes the role of partnerships with business and higher education and encourages cooperation among business, education, and government. It discusses the various features of CQI, the role of transformational leadership, how to plan the transformation, and the commitment needed from the superintendent and the school board. A roadmap to quality transformation is then detailed in five phases: preparing for change, assessing school system performance, planning for CQI, deploying CQI, and sustaining the quality transformation. Eleven appendices feature samples of partnership agreements, self-assessment forms, a glossary, and other information. (Contains a glossary, an index, and approximately 150 references.) (RJM)

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